

07003039/9

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HomeWarehouse.com to Showcase Product Wizard Technology at Demo 2000.

PR Newswire, p3734

Feb 7, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 554

TEXT:

Patent Pending New Technology Allows Consumers to Shop More Effectively by
Viewing only the Products They Intend to Buy

SAN MATEO, Calif., Feb. 7 /PRNewswire/ -- Leading home-improvement
Internet destination HomeWarehouse.com is proud to announce its latest
e-commerce technology, "Product Wizards(TM)." This new, Web-based
technology, making its debut at Demo 2000, enables consumers to customize
their home-improvement shopping experience at www.homewarehouse.com.

When shopping for home-improvement products, consumers too often
discover the features of a product only after they've purchased it. This is
particularly true with decor-oriented items, which frequently involve many
subtle variations among tens or hundreds of similar products. As the dollar
value of such products increases, so does the complexity of the buying
decision and the risk of making the wrong purchase -- especially over the
Internet.

HomeWarehouse.com's Product Wizards solve this problem. They take the
frustration and complexity out of shopping for feature-rich
home-improvement products. Instead of facing long, bewildering lists of
subtly differing products, consumers can use Product Wizards to do the
sorting and searching for them. Users simply answer a few easy questions.
Then the Wizard presents them with a tailored list of exactly the right
products, including photos, pricing, and detailed descriptions. If
consumers elect to buy any of the products, they will be shipped
immediately from HomeWarehouse.com's inventory in the selected
configuration.

A select number of exhibitors at Demo 2000 will have the opportunity
to showcase their products onstage at the show. HomeWarehouse.com is proud
to be among the companies chosen for this honor.

"Being chosen to showcase our Product Wizard technology while at Demo
is an exciting opportunity for us," said Richard Shane, founder of
HomeWarehouse.com. "We're thrilled to be a part of this milestone show for
Demo and are confident that our newest technology will be a hit with
consumers and attendees alike."

HomeWarehouse.com has been enjoying great momentum, having come off a
successful holiday season. The company is gearing up for the spring
home-improvement season with new strategic partnerships, a customer-service
approach that has yet to be duplicated by any other online retailer, and
this Product Wizard technology that is expected to set a new standard for
the way consumers shop for home-improvement products online.

"HomeWarehouse.com is a company focused on building the best possible
customer experience," said Chris Shipley, Executive Producer of Demo.
"Their new Product Wizard technology is an example of this focus. It will
enable a more successful shopping experience by showing consumers only the
products they want to shop for. We look for companies who have this kind of
commitment to the customer experience when inviting companies to Demo."

Demo 2000, which will be held February 6 -9 at the Renaissance
Esmeralda Resort in Indian Wells, California, connects people whose
products and ideas are shaping the future, and is considered the launchpad
for the year's market-making personal technology products.

About HomeWarehouse.com

San Mateo, Calif.-based HomeWarehouse.com is the premier home-improvement partner on the Internet for Do-It-Yourselfers of all levels. The site features a superior selection of products, plus services and features that help customers during every step of the home-improvement experience, from project planning through completion. HomeWarehouse.com is backed by premier venture capitalists Accel Partners and Sequoia Capital. For more information, visit our site at (www.homewarehouse.com).

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SPECIAL FEATURES: COMPANY

?

02176369/9

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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02176369 Supplier Number: 44096297 (THIS IS THE FULLTEXT)

SOFTWARE DEVELOPMENT: IT'S NOT BUSINESS AS USUAL ANY MORE

Multimedia Week, v2, n36, pN/A

Sept 13, 1993

ISSN: 1064-6639

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 445

TEXT:

Change is sweeping through the world of entertainment software. Designing an entertainment program, or even running the business side, has changed dramatically within the last 12 months. Although book publishers, cable companies, Hollywood and others are re-

examining their business models, software developers are learning that their business paradigms are also going through a transformation.

Park Place Productions, the Carlsbad, Calif. developer, has formed a 3D graphics and special effects division with an eye on providing services to the film, television, advertising and commercial entertainment industries.

The new studio has over \$250,000 in hardware and software from Silicon Graphics, Alias and SoftImage. (Park Place, 619/929-2010.)

Software developer Crystal Dynamics found another entertainment partner in King World Productions Inc. King World distributes such shows as Wheel of Fortune, Jeopardy and The Oprah Winfrey Show and has purchased a 10 percent stake in software game developer. (Crystal, 415/858-4990.)

Sega, which introduced a video game rating system earlier this year, has now established a telephone hot line, 800/379- 5437, as the second phase of its parental assistance program. Of the initial 81 games that have been rated 90 percent are GA or for general audiences and seven games are rated MA-13, for mature audiences between 13 and 16 years of age.

Microsoft Corp. and New York-based Byron Priess Multimedia have entered into a co-publishing relationship. Under the agreement, Microsoft will publish at least six home entertainment titles created by Byron Priess Multimedia.

The first title to be published will be Isaac Asimov's The Ultimate Robot, featuring Asimov and a robot construction kit. (Microsoft, 206/936-8019.)

THIS WEEK IN MULTIMEDIA SOFTWARE
COMPANY

Aris MPC

PRODUCT Wizard 2.0

FEATURES multimedia clips and tests and includes 20MB of audio
and video drivers

PRICE \$ 15

AVAIL 08-19-93

PHONE 310/821-0234

IBM

OS/2 Online

CD-ROM compilation of OS/2 based product manuals

\$ 49

09-09-93

512/823-1779

Intergraph

Surgicad Design

three-dimensional medical visualization and implant modeling
software N/A

09-09-93

800/345-4856

Kodak
Acquire 2.0
Photo CD editing tool
N/A
09-09-93
800/242-2424

Silicon Graphics
DevStation
software development platform
for SGI's Indy
\$ 6,000
08-30-93
415/390-2527

Silicon Graphics
CASEVision/WorkShop
multiprocessor development solution for UNIX environment for
SGI's Indy
\$ 2,200
08-30-93
415/390-2527

Softbit
World Literacy Heritage
text of 700 literary works, images of each author and 20 minutes
of narration
\$ 79
09-06-93
714/251-8600

Softbit
Soundsations
collection of 1,000 sounds
\$ 39
09-06-93
714/251-8600

T/Maker Co.
Four Footed Friends the first in its series of ZoomBooks,
animated storybooks
\$ 57
09-07-93
415/691-7762

Timebox
Columbus
CD-ROM discussing Columbus
\$ 119
08-12-93
613/236-8969

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Automation)

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EMMASOFT DEBUTS CATALOG-ON-A-DISK VERSION 5.0.

GUI Program News, v9, n11, pNA

Nov 1, 1998

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 516

TEXT:

Catalog-on-a-Disk version 5.0, a Windows 3.x/95/98/NT program from EmmaSoft, makes it easy and cost-effective to create an electronic catalog of all of your products and services, and distribute it to your customers, on disk or on the Internet.

Whether you're marketing products or services, it's expensive to design, print and mail paper catalogs. With Catalog-on-a-Disk, most of your expenses - and most of your limitations - are gone. There are no limits to the number of words or pictures you can use. You can set up multiple levels of menus and use them to describe your business, whether you're running a book store, travel service, restaurant or practically any organization.

Catalog-on-a-Disk lets you reach the rapidly expanding audience of Internet-ready people; they'll be impressed by your products and services, and wowed by your use of state-of-the-art technology. If your web site already has a secure online ordering system, Catalog-on-a-Disk gives you everything you'll need to put your catalog on the Internet.

And if you don't yet have a secure ordering system on your web site, you can still use Catalog-on-a-Disk to showcase your products and services. It's easy to change products, prices and terms in ways that just aren't possible with a paper catalog.

Since Catalog-on-a-Disk looks and works like a web browser, your customers won't have to learn a new program to use your catalog. Your customers will feel right at home with your display of text, pictures and links, as well as a browse button and a history window. They can find the product or service that's right for them by looking in your catalog's menus, doing a product search, or following links from product to related product.

Catalog-on-a-Disk comes with an unlimited license to create your company's catalog, and distribute EmmaSoft's catalog browser with your catalog. In addition to the features of Basic Catalog-on-a-Disk, the Professional Version includes an HTML Wizard that makes it easy for you to install your catalog on your web site. You don't have to be a programmer to create your Internet-based catalog and, if you have a secure online ordering system, Catalog-on-a-Disk will work seamlessly with it. There are multiple Product Wizards that you can use, on the fly, to help you build your catalog faster and easier. The Shipping Codes Wizard helps you calculate shipping costs based upon quantity, weight, or cost.

The Pro version includes a built-in spell checker, a free copy of the EmmaSetup Windows Setup Maker, and additional business features such as providing up to five levels of discount pricing, and allowing customers to include messages on their order forms. There's even a Survey Maker that let's you ask your customers questions, and incorporate their answers into their order forms.

Basic Catalog-on-a-Disk costs \$89.95. The Catalog-on-a-Disk Pro version costs \$199.95. Additional Wizard Paks (including custom Paks for your business) are available. For more information, contact EmmaSoft Software, Inc., PO Box 238, Lansing, NY 14882-0238. Phone: (607) 533-4685. Fax: (607)

533-3524. Email: information@emmasoft.com . You can visit <http://www.emmasoft.com> and download a free, fully-functional 30-day trial

version.

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Automation)

NAICS CODES: 51121 (Software Publishers)

1142899/9

DIALOG(R)File 13:BAMP

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1142899 Supplier Number: 02168057 (THIS IS THE FULLTEXT)

Customer At The Core

(Over 80% of IT executives said that their companies use relational databases in their knowledge management strategy)

Article Author(s): Violino, Bob

Information Week, p 302-308

September 27, 1999

DOCUMENT TYPE: Journal; Survey ISSN: 8750-6874 (United States)

LANGUAGE: English RECORD TYPE: Fulltext; Abstract

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ABSTRACT:

A majority of today's businesses are trying to stay competitive by being more responsive to the needs of their customers. They are trying to do so through the incorporation of relational databases in their knowledge management strategy and via such IT (information technology) endeavors as E-business ventures and other Internet initiatives that provide more purchasing power and customer services options, data warehouses and knowledge-management projects. These initiatives form the base from which the companies will draw and analyze information regarding customer preferences and activities. Notably, these companies are embracing IT projects even if they do not see that great a return on investment in the short term. In fact, the Information Week 500 qualifying survey conducted in May 1999 revealed that approximately 70% of the surveyed companies are making use of E-business and Web applications for supply-chain transactions with business partners or suppliers. Sixty percent meanwhile were found to be focused on the creation of enterprise portals, while 45% use Web tools for custom product configuration. Article discusses the survey's findings in more detail.

TEXT:

Businesses are realizing that to stay competitive, they have to become more responsive to their customers, using IT's to keep them satisfied and loyal

By Bob Violino

The key metric for many of the companies that made the 1999 Information Week 500 list is their strategy for improving relationships with customers. These companies are finding ways to apply IT to a standard business objective: keeping customers satisfied and loyal so they'll keep coming back.

Companies are luring new customers and holding onto existing ones through a variety of IT endeavors, including E-business ventures and other Internet initiatives that provide more purchasing and customer services options, data warehouses and knowledge-management projects that form the historical base from which to draw and analyze information on customer preferences and activities, and customer-relationship management systems that provide analysis about what customers want and need.

Indeed, a common attribute of many InformationWeek 500 companies is that their senior management consistently gives the green light to IT projects that are likely to improve business relations with customers. Even if it might mean little or no return on investment in the short term, companies are banking more than ever on customer-centric technologies as a way to find new customers and keep new and established ones returning.

photo omitted

For many organizations, business transformation is fueled by E-business. Companies in every industry within the Information Week 500 are engaged in some sort of E-business venture. Online sales are on the rise, and there's a growing reliance on electronic supply chains. Companies are selling everything from clothing to steel to food to insurance on the Internet, and providing online financial services, banking, consulting, and hotel and airline reservations.

E-volution Continues

Just how important has E-business become to technology managers? When IT executives at 250 of the Information Week 500 companies were asked to name their top business, technology, and organizational priorities for the coming year, E-business grabbed the No. 1 spot in all three categories. CIOs understand--or are beginning to understand--that their companies can't afford to ignore emergent E-business opportunities.

The key is the right avenue of distribution over the Internet. Companies are using their Web sites to distinguish and brand themselves, and they're opening up new growth opportunities by doing business with their partners online through electronic portals and extranets. No longer is E-business just providing simple information and services; it has become a tool to bolster customer relations.

According to the Information Week 500 qualifying survey conducted in May, nearly seven in 10 of surveyed companies use E-business or Web applications for supply-chain transactions with business partners or suppliers. Nearly the same number report that they're using electronic data interchange over an IP network and conducting business-to-business sales that don't involve traditional EDI. Nearly 60% of the companies have created enterprise portals (intranets with data gateways), 45% are using Web tools for custom product configuration, and more one-third are handling credit-card transactions with customers over the Internet.

Ford Motor Co. in Detroit, for example, is offering a service called "The Connection" on the Ford.com Web site. The program--with three segments, devoted to car buyers, owners, and dealers--is designed to strengthen lifelong relationships with car owners, says Kristin Odeh, Ford's director of marketing and sales systems. "We're trying to improve our relationships with customers by being more knowledgeable about them," Odeh says. "This lets us know who Ford owners are and what they want, and allows us to share information with them."

The buyer portion of the site serves as a guide to selecting a car, with information on specific models, competitive comparisons, dealer locations, and information about financing and insurance. Users can "construct" a vehicle choosing the make, model, color, and options. The potential customer then sends the information to a dealer, which searches for a car that fits the description. "In the future, we'll take a customer's order and send it directly to the plant, then have the vehicle delivered to the dealer of their choice," Odeh says.

photo omitted

People who already own Fords can use The Connection site to join a community of owners that holds online discussions with company representatives, follow vehicle maintenance schedules, and access links to special offers for car rentals while repairs are being made. Another portion of the site lets dealers create electronic connections to owners, list inventories of new and used vehicles, and, in some cases, set up appointments for service.

Odeh says Ford is considering selling auto parts on the Web and is already selling consumer goods such as clothing. Data that Ford obtains from its Web

site will be used as part of a customer-knowledge system, which will also include a large central database.

Power In Knowledge

Data warehouses and related tools that allow companies to gather and use an ever-growing body of knowledge about product use and marketplace trends have become essential in company efforts to improve customer relations. In the survey of 250 IT executives from Information Week 500 companies, more than eight in 10 said relational databases and data warehouses were among their strategic technology priorities for the coming year.

But true success comes from ensuring that all employees and business partners who need to use the information have easy access to it. Olsten Corp., a Melville, N.Y., provider of temporary-employee services, is constantly gathering and maintaining a customer history database, providing access to the data from more than 600 field officers.

"Anybody in the organization around the country that deals with a customer has access to that customer data," says Olsten CIO Jim Harding. "They can update the data with the most current information, including any issues or problems that arise, visits we make to the customer, their current hiring activity, new requirements by the customer, and outstanding orders." Olsten has built a 1-terabyte data warehouse, using an Oracle database and a Sun Unix server. Olsten uses a reporting tool from Cognos Inc. to provide detailed reports to customers so they can better track their effectiveness in filling temporary positions.

The temporary-employee services agency also wants to link its databases to the Web, and it hopes to develop a way to profile customers so Web sites can cater to individual needs. For example, according to Harding, if a company often hires IT professionals, then its IT or human-resources department will automatically find information on the Olsten site related to hightechnology workers.

"In the staffing business, the only differentiators are your ability to deliver quality people constantly and to use technology to make it easy for customers to deal with you," Harding says. "We want to get information they need from us to help manage their business, so that working with us is a much more valuable partnership, and we're not simply a place where they order temps."

The links between the Web and data warehousing and mining are proliferating in other industries. The Grocery Manufacturers of America trade association aligned itself with a group of major food, beverage, and consumer-goods companies to learn how to make better use of data mining and develop grocery industry standards. The goal: tracking consumer buying trends and improving inventory and product shipping processes. Participants in the project include Anheuser-Busch, Nabisco, Procter & Gamble, and Warner-Lambert.

graph omitted

Indeed, data warehousing is a key strategy of the customer-centric focus. When asked what systems they're using as part of their company's knowledge-management strategy, 93% of the Information Week 500 companies said they rely on relational databases, and nearly as many--some 86%--say they are deploying data warehouses. Other key knowledge technologies in place include groupware, text and document search applications, data mining tools, teamware, expert databases and artificial-intelligence tools, group-memory and context-management tools, and expertise profiling.

Managing The Relationship

Many companies are turning to customer-relationship management systems and services to better understand customer wants and needs. CRM applications--often used in combination with data warehousing, E-commerce applications, and call centers--allow companies to gather and access information about customers' buying histories, preferences, complaints, and other data so they can better anticipate what customers will want. The goal is to instill greater customer loyalty.

graph omitted

"We define the relationship as the totality of transactions, accounts, interactions--every way that we come in contact with customers in any of our businesses," says Pete Lacovara, departmental VP in the corporate IT group at Prudential Insurance Co. of America. Lacovara is responsible for developing the CRM strategy at the Roseland, N.J., company. Prudential is in the midst of a multiyear program to better understand existing and prospective business and consumer customers. This includes customer-relationship applications from vendors such as Siebel Systems Inc. and Clarify Inc.; relational databases such as DB2; an Extensible Markup Language messaging infrastructure linking Web applications to legacy systems; a data warehouse with information on some 20 million customers; and enhancements in communications and call centers.

A major goal of the project is to ensure that all parts of the organization have consistent and completely up-to-date information on customers. "We think identifying the customer in a uniform way across the enterprise is tremendously important," Lacovara says. "We want to make sure the customer has the same consistent service feel whether they're dealing with an agent or brokerage or whether it's for real estate or property and casualty. The customer has to be understood--in terms of attributes and characteristics--the same way in each business. We're creating an encyclopedia of customer knowledge."

photo omitted

At the same time, Lacovara notes, Prudential has to remain sensitive to privacy issues. "We know there are certain pieces of information that we don't share between business lines because we don't feel it would serve the customer well, or because they won't like it," he says.

CRM technology allows Prudential "to capture and remember what a customer did with us," Lacovara says. "If they tell us not to call them, we remember that. Or if they say they need to get into insurance now but they'll be interested in investment stuff in about a year, we remember that. It's good for us and for them."

Tools such as CRM are increasingly vital to building a customer-centric enterprise. When asked to identify the most important benefits their organization receives from its investment in customer-management tools and applications, technology managers at Information Week 500 companies mentioned "customer satisfaction" nine out of 10 times.

Other benefits noted included the ability to provide faster response to customer inquiries, increased efficiency through automation, having a deeper knowledge of customers, getting more marketing or cross-selling opportunities, identifying the most profitable customers, receiving customer feedback that leads to new and improved products or services, doing more one-to-one marketing, and obtaining information that can be shared with the company's business partners.

graph omitted

Only 2% of the managers said their companies weren't receiving any benefits from customer-management systems.

Regardless of the customer-relationship strategy a company takes, one thing is clear: The technology now exists to allow companies to know and serve their customers better than ever.

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COMPANY DEPARTMENT NAME: Information Technology

CONCEPT TERMS: Information Technology; Database management; Knowledge management; Technology application

GEOGRAPHIC NAMES: United States (USA)

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**SpaceWorks OrderManager 4.0 Release Strengthens Order Management Automation Up
and Down Supply Chains**

PR NEWSWIRE

September 23, 1998

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 822

Support for Complex Order Functions Raises Stakes in EC Marketplace LOS ANGELES, INTERNET COMMERCE EXPO, Sept. 23 /PRNewswire/ -- Booth #55/Internet Open -- The breakthrough Version 4.0 of SpaceWorks(R) award-winning OrderManager(R) software for Extranet Commerce (EC) announced today, features enhancements that revolutionize a company's ability to automate transactions up and down their supply chains. With these added capabilities, the Company has leveraged its five years' experience in automating front-office sales to outside buyers to now further streamlining MRO procurement activities among an enterprise's inside buyers. This new version release from SpaceWorks -- scheduled for availability in Q4 -- advances the EC pioneer's vision to offer Corporate America a fully integrated application solution to facilitate either Web-based buy- or sell- side transactions. In fulfilling this vision, Version 4.0 innovates OrderManager's functionality through a modular approach that allows corporations to incrementally phase in functions over time to accommodate evolving intranet/extranet commerce needs and requirements. In this new modular design, an enterprise which launches an OrderManager "selling" solution on the Web can at a later date pay a license fee to unlock the "buy-side" features without having to purchase and set up a separate system. The same holds for organizations that wish to start with Web-based MRO procurement, then later "unlock" capabilities to launch a Web selling channel. "Our vision to offer integrated 'add on' modules to our flagship order management product stems from the market reality that a large overlap in features exists between 'buy-side' and 'sell-side' solutions," said Dave MacSwain, President and CEO. "With this modular approach to Internet commerce, we've revolutionized our customers' ability to set an evolution strategy for long-term supply chain automation." Support for complex order building, submission and tracking over the Web takes the order management capabilities of this new version to the next plateau for an enterprise. Central to this new functionality is the optional module to accommodate multiple vendors' product catalogs- -an enhancement over the previous version which handled a single vendor's wares. Buyers now can research desired selections across an unlimited number of authorized vendors and build consolidated order forms containing goods or services from disparate sources. By the same token, upon electronic submission of the order, individual line items are automatically directed to appropriate suppliers for processing -- either through direct gateways or by leveraging existing EDI investments. Finally, buyers can track complex orders and see immediate status of component parts in the fulfillment stages across differing suppliers. Another new, optional feature represents a significant advancement to the One-Step Approval process supported in OrderManager 3.0. OrderManager 4.0 now permits orders to be routed for approval to an unlimited number of individuals depending on pre-established criteria. This feature can be integrated with internal human resource systems to ensure a consistent view of the organizational hierarchy. Users who originate orders can choose to have the order routed back to them after final approval or submitted directly; they also can elect to receive an email alert after each completed stage in the order request's route. OrderManager 4.0 also offers an optional enhanced product configurator that helps users to pick the right products to build a complementary grouping of inter-connected items. And, the new version supplies a second, standard "out-of-the-box" user interface template -- giving

enterprises two very different options for branding the look and feel of their application, while still offering the option for a full customization. Additionally, OrderManager 4.0 for the first time uses Java on the server side of the application to further optimize customization, upgradability and internationalization of the solution. Java's sophisticated object-oriented programming capabilities ensure further robustness in the implementation of customer specific business rules. (More details about SpaceWorks use of Java were announced today, in a separate press release from the Company.) "Today's announcement of support for complex orders raises the stakes in the extranet commerce arena," said Liz Sara, SpaceWorks Co-founder and Vice President of Marketing. "With this newest version of OrderManager, we have proven SpaceWorks commitment to pioneer break-through, comprehensive functionality for Web-based order management transactions of any variety. OrderManager is the first -- and only -- Internet solution to provide corporations with a modular, flexible means to automate business transactions up or down their supply chain." Headquartered in Maryland's "Technology Corridor," SpaceWorks develops, markets and supports a suite of business-oriented electronic commerce software applications for use on the Internet, through private corporate intranets and over extranets. The OrderManager software enables corporations to reinvent the way they operate with their supply chain partners, suppliers, and business clients in the information economy. More information is available on the Company's Web site, <http://www.spaceworks.com>. NOTE: OrderManager and SpaceWorks are registered trademarks of SpaceWorks, Inc. All other trademarks and registered trademarks are the properties of their respective holders. **Screen shots of OrderManager 4.0 are available in various graphical formats, by request. /CONTACT: Kim Willard of SpaceWorks, Inc., 301-251-4136, ext. 350, kwillard@spaceworks.com or Tracey Lempner of Sterling Hager, Inc., 908-719-8703, tracey@sterlinghager.com/ 13:24 EDT

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Online Auto Financier giggo.com to Partner With Chrome Data To Enhance On-Site Automotive Content.

PR Newswire, pNA

July 10, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 664

TEXT:

Consumers Now Able to Configure Car of Their Choice
And Find Corresponding Dealer Cost on giggo.com Site
DALLAS, July 10 /PRNewswire/ --
DaimlerChrysler Services (debis) AG's giggo.com unit
(<http://www.giggo.com>), the web's premier online automotive financing and shopping resource, today announced it will partner with Chrome Data Corporation (<http://www.chrome.com>), the only independent business-to-business provider of automotive data.

The new relationship between giggo.com and Chrome will allow users on the giggo.com site to access a car configurator where they can actually build the car they desire. Additionally, consumers can find dealer invoice pricing and comprehensive information on new and used vehicles. An independent study conducted by CNW Marketing/Research (February 2000) concluded that Chrome's pricing information is the most accurate of all 8 web sites studied.

"Our partnership with Chrome will further giggo.com's goal of making shopping for a car easy and hassle-free," said Brian Reed, CEO of giggo.com. "We will provide the most streamlined process of researching, configuring and pricing a car, bringing additional value to our consumers."

giggo.com users will have access to impartial, timely data on more than 4,200 vehicle styles and 50,000 standard and optional equipment choices. Chrome's Web-based specification and pricing tool, Web Carbook(TM), uses more than 200,000 pricing rules to ensure accuracy. Web Carbook will also allow shoppers to build their dream car in a number of ways: by vehicle type (i.e. sedan, SUV), by make and/or model, by features, by price, or any combination thereof. This flexibility and ease furthers giggo.com's commitment to provide easy and painless shopping. In an instant, giggo.com customers can select the make, model, car options and color of the car they desire and then get the invoice and MSRP price on the created vehicle.

"Chrome has always provided accurate, unbiased data to remove barriers to commerce," said Bob Navarre, Chrome CEO. "As the leading independent provider of vehicle specification and pricing data to automotive e-commerce businesses, Chrome is proud to help fuel giggo.com's online auto financing site."

About giggo.com

giggo.com is the web's premier online automotive financing site and car shopping resource that is fast, friendly and easy to use. This innovative, consumer-focused service provides customers with comprehensive automotive information, car buying research, an easy, direct loan process, and competitive rates in both English and Spanish. giggo.com's dedicated team of customer consultants is available 7 days a week, both on- and offline, to assist customers with all their car financing needs. giggo.com, based in Dallas, Texas, is a fully dedicated e-business division of DaimlerChrysler Services (debis) AG, Berlin. giggo.com's automotive finance site can be accessed at <http://www.giggo.com>, or through the pages of GO.com and Yahoo! (<http://loan.yahoo.com/a/q.html>). giggo.com is also the sole finance provider for AutoNationDirect.com (<http://www.autonationdirect.com>). For more information call giggo.com at 877-284-4446.

About Chrome Data

Chrome Data pioneered the technology behind electronic vehicle configuration and for the past 14 years has collected, analyzed and enhanced "raw" automotive data from all manufacturers. Chrome's flagship product, the desktop research, pricing and ordering tool PC Carbook(R), is widely accepted as the standard in automotive data. Chrome's Internet-based product, Web Carbook(TM), allows dealers, Internet portals, financial institutions, and insurance and warranty companies to provide visitors to their Web sites with a tool to configure cars online -- including specifications on all new vehicle makes and models, standard and optional equipment, vehicle pictures and accurate pricing. This information precisely matches manufacturers' invoice and MSRP pricing, enabling users to configure and order any vehicle sold in the U.S. with the confidence that the delivered product and price are exactly what was expected. The company is based in Portland, Oregon, and may be reached at 800-936-8906. Company information is available at <http://www.chrome.com>.

Contact: Sara Weisenthal of giggo.com, 212-869-8230, saraw@aggintl.com.

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Cable & Wireless Launches Bluefield, a New Online Channel to Help Small and Medium-Sized Businesses Establish and Operate Their Businesses over the Internet-First Offering is Bluefield Dedicated Premier Web Hosting

Business Wire

Wednesday, October 25, 2000 08:10 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 1,303

TEXT:

NEW YORK, Oct 25, 2000 (BUSINESS WIRE) - Cable & Wireless (NYSE:CWP), the global telecommunications group, today launched Bluefield, the company's new global online channel that will offer small and medium-sized businesses a wide range of Internet communications services from Cable & Wireless to help them create and run their businesses over the Internet.

Bluefield (www.bluefield.com) will provide these companies with a one-stop source for Internet communications services from Cable & Wireless such as Web hosting and Internet access, 24x7 online and offline customer and technical support, together with assistance and information about starting and managing their businesses over the Internet. Bluefield is initially being introduced in the United States and will be introduced in other parts of the world in the near future. The first service now available through Bluefield is Bluefield Dedicated Premier Web hosting.

"There are more than 7 million small and medium-sized businesses in the U.S. alone, and they not only want to get on the Internet bandwagon but want an easy way to do it," said Mike McTighe, CEO of global operations at Cable & Wireless. "Bluefield is designed to become a one-stop online shop for the Internet services and information these businesses need to compete in the Internet economy."

Bluefield has been developed by Cable & Wireless to address the unique needs of small and medium-sized businesses and to be the global online channel for Cable & Wireless to service this market. Bluefield's state-of-the-art Web site allows customers to learn about, purchase, monitor, maintain and update their services wherever and whenever they choose. Bluefield's enhanced customer experience of e-enabled sales and customer relationship management is delivered through:

- The ability to conduct business with customers in real-time
- The improved availability and quality of information
- An online digital design that provides a high level of "self-service" allowing customers to determine how they want to do business with Cable & Wireless

"Small and medium-sized businesses are poised to benefit the most from buying communications services over the Internet," added John Jones, vice president responsible for Bluefield. "The online environment of Bluefield empowers these businesses and addresses many of their concerns in buying Internet services by providing more information about the services available to them, faster purchasing processes and service provisioning, and simplified online account management and billing."

As an online channel for services and support, Bluefield greatly simplifies

the purchasing of Internet services for small and medium-sized businesses by streamlining service selection, expediting provisioning times and providing online billing and 24x7 technical support. Bluefield will provide customers with advice, software and hardware to build their own personalized Web site and to conduct e-commerce online. Customers will receive tips and hints on how to optimize their online business operations, and Bluefield will refer customers to a wide range of companies that can assist customers in the development of their e-commerce business. These companies will offer services such as Web site design, security auditing and online and offline marketing assistance.

All services offered through Bluefield leverage Cable & Wireless' expertise in delivering Internet communications services for businesses and the company's global IP network infrastructure, giving the businesses the benefits of partnering with a global Internet communications services provider.

New Wave of Buying Communications Services

According to a recent report(1) by Forrester Research, 65 percent of the companies surveyed plan to buy telecommunications services online by the year 2002. The report projected that online sales of telecommunications services to U.S. businesses will reach \$47 billion by the year 2004. By 2002, 50 percent of those companies surveyed said they plan to buy Web hosting services online.

Bluefield Dedicated Premier

Bluefield Dedicated Premier Web hosting is designed primarily to meet the needs of small and medium-sized businesses that require a robust Web hosting solution, but do not want to pay the high costs typically associated with traditional dedicated hosting solutions. Bluefield Dedicated Premier provides customers with their own high-quality dedicated IBM Netfinity server hosted in a Cable & Wireless state-of-the-art Internet Solutions Center (ISC). Each ISC sits directly on Cable & Wireless' global IP network, putting customers' Web sites directly on the Internet and reducing the download time for content from their Web sites.

"Small and medium-sized businesses are in need of more robust hosting solutions that will help level the playing field with the larger companies," said Jones. "Bluefield Dedicated Premier Web hosting is a fully loaded hosting solution that gives these types of businesses the tools to take their Web site and e-commerce capabilities to the next level. By purchasing this hosting solution through Bluefield, companies also benefit from the ability to determine which features they need and to quickly get their Web businesses up and running."

Bluefield Dedicated Premier is easy to configure and order and is provisioned rapidly within 24 hours of order confirmation. Using the Product Wizard, a solutions-finder tool on the Bluefield Web site, customers can easily identify the appropriate Web hosting service for their businesses. Bluefield Dedicated Premier has also been designed to support customer success. As a customer's Web site experiences increased traffic, a customer can go to www.bluefield.com and easily upgrade to higher bandwidth.

Bluefield Dedicated Premier Web hosting is available to customers at a base cost of \$595 a month and includes the following features:

- An IBM Netfinity 4000R hosting server with 650 MHz Intel processor, 20GB disk storage, 256 MB RAM and Microsoft Windows 2000 operating platform with pre-configured server software (Internet Information Server, FrontPage extensions)
- Hosting in a Cable & Wireless ISC, a highly secure, disaster-resistant data center supported by a large team of technical professionals

- Connectivity to Cable & Wireless' Tier 1 global IP network with a guaranteed minimum bandwidth of 256Kbps
- 24x7 customer support, backup and proactive monitoring of hardware and network performance
- 10 e-mail accounts (10MB per account) per server
- Three IP addresses and Primary Domain Name Service (PDNS)
- Powerful Web reporting from Quantified Systems' Urchin visitor traffic and e-commerce reporting software
- Scalable architecture that allows customers to easily increase bandwidth (from 256Kbps to 512kbps or 1Mbps) and/or the number of independent servers
- Optional e-commerce capability using Able Commerce
- Service Level Agreements covering data center infrastructure and server availability

About Bluefield

Bluefield from Cable & Wireless is a new online channel to serve the e-business needs of small and medium-sized businesses. Bluefield offers these businesses a one-stop shop for information, Internet services and support for creating and managing their business over the Internet. Services offered through Bluefield are developed by Cable & Wireless and leverage the company's expertise in delivering Internet communications services and global IP network infrastructure.

About Cable & Wireless

Cable & Wireless is a major global telecommunications business with revenue of over (pound)9 billion (US\$14 billion) in the year to 31 March 2000 and customers in 70 countries. Its operations around the world offer a full range of telecommunications services. Cable & Wireless' focus for future growth is on IP (Internet Protocol) and data services and solutions for business customers. It is developing advanced IP networks and value-added services in the United States, Europe and the Asia-Pacific region in support of this strategy. With the capability of its global IP infrastructure and its strength in key markets, Cable & Wireless holds a unique position in terms of global coverage and services to business customers.

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(1) Forrester Research, Buying Into Telecom Online, July 2000, by Jeanne M. Schaaf, Ph.D.

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The Microsoft Manual of Style for Technical Publications. (book reviews)

Washington, Durthy A.

Technical Communication, v44, n2, p177(4)

May, 1997

DOCUMENT TYPE: Review ISSN: 0049-3155 LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 1381 LINE COUNT: 00118

TEXT:

How many bytes equal one terabyte? Answer: 1,099,511,627,776.

What's the difference between dialog boxes and property sheets?

Answer: Dialog boxes contain command buttons and various options that enable users to perform particular commands or tasks. Property sheets display information ("properties") about an object in the interface.

When is a hot link not a sausage? Answer: When it's "a connection between programs that enables information in related databases or files to be updated when information in another database or file is changed."

You won't find these answers in the Chicago Manual, but you will find them in The Microsoft Manual of Style for Technical Publications. Originally designed as the style guide for writers and editors at Microsoft Corporation, The Microsoft Manual provides guidelines for developing a wide range of documentation, from manuals to multimedia products. In addition to its comprehensive scope, accessible format, and straightforward style (complex concepts are illustrated with examples and/or supported by graphics), the manual offers two unique features that set it apart from its competitors: coverage of new terms and technologies for Microsoft Windows 95 and a 3.5-inch disk that includes the entire manual as a Windows 95 Help file.

Designed as "an authoritative source of guidance for software documentation" that focuses on "advice that's clear, up-to-date, and easy to find," The Microsoft Manual has four stated goals:

- * To provide a standard other companies can follow or adapt as well as examples for professionals such as writers, editors, and educators working in the computer industry.

- * To provide direction for independent software vendors that create products compatible with Microsoft software.

- * To set standards for clarity and consistency that will help ensure that the product information users receive is as effective and easy to use as possible.

- * To serve as a catalyst for consistency in other areas, such as product and interface design. (p. v)

Not surprisingly - given that it was "written and reviewed by a group of experienced Microsoft documentation specialists" - it meets each one.

The Microsoft Manual consists of two main parts: a 257-page "A-Z Style Reference" (entries range from "abbreviations and acronyms" to "zoom in, zoom out") and three appendixes that address topics that can confound even the most dedicated documentation "experts": "Acronyms," "Special Characters," and "Words with Numbers." It includes a comprehensive 17-page index, the usefulness of which is augmented by the Help version of the manual.

The book presents information in several categories, including the correct and consistent use of terminology and the treatment of conventions, procedures, and design elements, such as headers, footers, and figure captions. It addresses standard style issues (such as the use of commas and hyphens, active and passive voice, and parallel structure) as well as topics dealing with good technical writing practice (such as

anthropomorphism and jargon). For example, the authors advise document developers to "avoid giving hardware or software human characteristics." To illustrate, they provide "guidelines for evaluating anthropomorphism" that list phrases deemed acceptable ("The design assistant guides you through the process of publishing a newsletter.") and questionable ("The design assistant will take you by the hand and lead you through the process of publishing a newsletter").

And after defining jargon as "technical language (that) . . . serves as a shortcut to understanding concepts for those who understand the term," the authors describe three general instances in which computer jargon is not acceptable: if a more familiar term could easily be used (symbol or icon instead of glyph; electronic file instead of soft copy); if it obscures rather than clarifies meaning (struct for structure; disambiguate for clarify); or if it is not specific to areas such as computer software, networks, or operating systems (this means avoiding journalistic and marketing jargon such as "leverage").

Demonstrating an acute awareness of their global audience, the authors also address topics such as bias-free communication and international considerations. In reference to bias, they caution writers to avoid racial, cultural, sexual, and other stereotypes, such as "equating people with their disabilities." Within this context, they advise using "terms that refer to physical differences as nouns rather than adjectives." To illustrate, they give examples of phrases deemed correct ("Customers who are blind can use these features") and incorrect ("The blind can use these features"). They also recommend avoiding "terms that engender discomfort, pity, or guilt, such as suffers from, stricken with, or afflicted by"; encourage including "people with disabilities in art and illustrations, showing them integrated in an unremarkable way with other members of society"; and recommend avoiding any mention of a disability "unless it is pertinent." To illustrate, they cite the subtle but powerful difference between phrases deemed correct ("Play-goers who are deaf or hard-of-hearing can attend signed performances") and incorrect ("Theaters now offer signed performances for the deaf").

In reference to the international considerations, the authors address several critical issues related to writing for translation, such as using correct and consistent wording, avoiding ambiguity, and avoiding idiomatic or colloquial expressions. A section titled "Samples, scenarios, and art" addresses the issue of cultural diversity, pointing out that "Unless samples, scenarios, and art are planned with cultural diversity in mind, artwork must be created from scratch for localized product versions. Because samples and visual material are never re-created for the English product versions sold outside the U.S., this material should be universally appealing as well as culturally appropriate." To illustrate, they point to the problems posed by some symbols and images, such as "product wizards" and U.S.-style mailboxes, and by "inappropriate scenarios" involving luxury consumer goods such as gourmet dog food or varieties of birdbaths.

The authors also address the issue of text expansion, an important factor that must be considered when planning the content, structure, and size of a document that will be translated. To illustrate, they provide sample English-to-German translations demonstrating that a single English phrase of 50 characters expands to 92 characters (an increase of 84%) when translated into German.

Like any style guide, The Microsoft Manual provides answers to a wide range of questions concerning format, usage, and style, but - as illustrated in the preceding paragraphs - its scope goes well beyond the rather limited range of "standard" style guides. Therefore, it is not recommended for beginning technical writers primarily interested in "the basics" of technical communication. For although the authors do an excellent job in defining the concepts they present, they tend to assume that users are already familiar with standard computer concepts and terminology, an assumption that is not unwarranted, since Microsoft

employees (the original target audience for the manual) are undoubtedly expected to possess such knowledge. One indication is the index which, although comprehensive, provides few cross-references. Therefore, users who are not already familiar with such acronyms and abbreviations as ASCII, QBE, and FTP are given little assistance in tracking down their definitions. Locating QBE in the index leads the user to Appendix A, which gives the "meaning" as "query by example. "However, neither QBE nor query by example is listed or defined in the "Style Reference" section. Another indication is the emphasis on Windows 95 terminology, which - for those who have not yet made the giant leap from Microsoft Windows 3.1 to Windows 95 - is "nice to know" but not essential.

In some places, information seems to be missing or incomplete. For example, although the index lists "nouns," "verbs," "adjectives," and "prepositions" as separate entries, it does not so list "pronouns," "adverbs," and "conjunctions."

The Microsoft Manual of Style is an excellent reference guide for the professional technical communicator. Packed with concise, comprehensive information, it indeed provides "a solid foundation for writing and editing that accommodates innovation and change."

It may even prompt some DOS diehards to "do Windows."

Durthy A. Washington Owner, Style Guides by Design Colorado Springs,

CO

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INDUSTRY CODES/NAMES: BUSN Any type of business; PUBL Publishing

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REVIEWEE: Redmond, W.A.

FILE SEGMENT: MI File 47

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DIALOG(R)File 20:Dialog Global Reporter
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13894283 (THIS IS THE FULLTEXT)

MONITORING MEDIA IN THE FORMER SOVIET UNION (CONT'D)

EURO-EAST

November 16, 2000

JOURNAL CODE: FEOE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 944

Ukraine

The Institute of Politics published results of the poll carried out among Kyiv residents. The most popular news programmes are the programmes in Russian of the Ukrainian TV-channel Inter and news programmes of Russian channels ORT, NTV, and RTR. 78% of those polled prefer programmes of the Inter company, 76.8% prefer Studio 1+1 channel, 50.3% - RTR, 45.2% - NTV, and 45.7% prefer Novyi Kanal. Only 6.2% of respondents do not watch TV programmes, and only 8.5% of TV viewers are not interested in news programmes. In Kyiv, programmes of Inter and UT-1 are preferred by people over 50, which is due to the traditional format of broadcasting. Young people are more attracted by Novyi Kanal, STB, and Studio 1+1. The UR-1 radio station has the largest audience of listeners. Russkoe Radio (Russian Radio) is the most popular FM-station (22.5% of polled). Kyiv residents trust the BBC most (100%) and Radio Liberty (76.2%), and, among Kyiv-based FM-stations, radio Kontinent (63.6%).

Steven Paifer, the US ambassador to Ukraine, announced that the Embassy's department of press, education, and culture issued a USD 24,000 grant to the Internet newspaper Ukrainskaya Pravda (Ukrainian Truth). The money will be used "for covering issues of the freedom of speech, corruption and transparency, and for the development of civil society".

On October 10, the National Council for Broadcasting (NCB) officially reprimanded the Ukrainian radio stations which re-transmit programmes of Russkoe Radio. The reason was that Russkoe Radio had not obtained a license for broadcasting in Ukraine. Nikolai Knyazhetskii, the NCB member, said that Ukrainian legislation prohibits the re-transmission of foreign TV and radio programmes. He did not mention Radio Liberty and the BBC, whose programmes are re-transmitted (in the Ukrainian language) by local stations. NCB chairperson Boris Kholod stated that along with the expulsion of Russkoe Radio from the Ukrainian air, the total number of broadcasters would decrease. In his opinion, too many broadcasters appeared in Ukraine during last five to seven years, which do not have a solid financial base for their operation.

On October 13, the All-Ukrainian association Solidarnost Zhurnalistov (Journalist Solidarity) made an appeal to the presidents of Russia and Ukraine. The reason for the appeal was the recent statement of the State Committee for Information Policy, TV and Radio Broadcasting concerning Russian media outlets registered in Ukraine. The members of the Association stressed that they were forced to appeal to the heads of the state by "an unhealthy atmosphere, which the State Committee purposefully and consistently creates". In the appeal, they emphasised that the State Committee "openly violating the Constitution of Ukraine uses any pretext not to register alien media outlets, and forcibly makes media, which have already been registered, re-register themselves".

Before, in early October, the State Committee reported that an abnormal situation had developed in Ukraine's information space because of the printed media, which had foreign counterparts and were registered in Ukraine as domestic editions (for example, Komsomolskaya Pravda na Ukraine, Argumenty i Fakty na Ukraine, Trud-Ukraina, etc.). The State Committee claims that virtually all of these media outlets are a disguise for the non-taxable import to Ukraine of multi-million print-runs of Russian

newspapers. This way the genuinely Ukrainian media are put in conditions of unfair competition. The State Committee came to the conclusion that all of these publications violated the legislation and did not fulfil the obligations which they had adopted during registration (in particular, they are not published in Ukraine, and are only distributed in the country, and, furthermore, they are not published in the Ukrainian language). For these reasons the State Committee suggests the media outlets, which are registered in Ukraine and have foreign counterparts, bring their activity in conformity with certificates of the state registration within a month. Foreign media outlets cannot be registered in Ukraine. If these requirements are not fulfilled, the State Committee will start the procedure for closing these editions on the basis of clauses 18 and 41 of the law "On the printed media (press) in Ukraine".

The State Committee for Telecommunications and Information Processing in co-operation with the National Council for Broadcasting developed a "Procedure for Issuing Licenses to TV and Radio Broadcasting Companies". This document takes into account provisions of the new law "On the Radio Frequency Resources of Ukraine", which stipulate that two licenses are needed for broadcasting. One license is required for proper broadcasting (this one is issued by NCB) and the other license is required for using radio frequencies (this one is issued by the State Committee). Previously, only one license (issued by NCB) was needed for broadcasting operations. The importance of the document is related to the fact that licenses of about one third of broadcasters expire this year, and licenses of the next two thirds expire in 2001. Rates for using radio frequencies will be considerably lower for TV broadcasters than for companies operating mobile phone communications.

Rates on the NCB licenses have been adopted. The prices on licenses increased in average by 50 per cent. The license price depends on the transmitter power; for example, for low-power transmitters it will only increase by 16 percent. The price for the license on the radio frequency resource, which the broadcasting company (or the operator which serves it) must obtain, has not been set yet. All revenues from payments for licenses will be transferred, in accordance with the legislation in effect, to the budget. Because of that NCB will not be able to directly allot money for the development of broadcasting in Ukraine, as was done before. NCB chairperson B. Kholod reported that 890 licenses were issued to 761 broadcasters in Ukraine. During this year 89 broadcasters are to be re-registered.

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COMPANY NAMES: BBC

COUNTRY NAMES/CODES: Russia (RU) ; Ukraine (UA)

REGIONS: Commonwealth of Independent States; Former USSR

SIC CODES/DESCRIPTIONS: 4832 (Radio Broadcasting Stations)

NAICS CODES/DESCRIPTIONS: 51311 (Radio Broadcasting)

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General Electric Tuesday Technology Brief - 25 Apr. 2000.

PR Newswire, p5191

April 25, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 2300

TEXT:

1. General Electric Redesigns GE.com
 2. NBC Internet, Inc. Reports First Quarter 2000 Financial Results
 3. GE Financial Network Adds Online Banking Through CompuBank to Its Internet-based Financial Services Resource Center
 4. GE Medical Systems Announces New Women's Health Web Site
 5. TPN Register Selects webMethods to Provide Business-to-Business Integration --B2Bi-- Solution for TPN Marketplace
 6. GE NET Solutions Announces New Service Offerings
 7. GE SBS Survey: Small Business Owners Optimistic About Success in 2000
 8. GE and Kubota Sign Agreement to Launch Fuel Cells in Japan
- GE Press Releases are available on your Palm Pilot. Go to <http://www.ge.com/news/palm.html> for more details.

General Electric Redesigns GE.com

FAIRFIELD, Conn., April 25 /PRNewswire/ --

Mirroring the company's aggressive moves in e-Business, the General Electric Company (GE) unveiled its new flagship Web site, GE.com (<http://www.ge.com>). The dramatic site change features a completely new look, new features, new navigation and online shopping that provides users and customers with instant access to GE products, services and information. Gary Reiner, Senior Vice President and Chief Information Officer made the announcement.

"The new GE.com echoes the commitment we're making to our customers online," said Reiner. "Users now have an opportunity to interact with us in a more fulfilling Web experience, where they can learn about GE products and services and then buy them directly off the site. We think the new GE.com -- coupled with the global GE brand, Six Sigma fulfillment capability and relevant content -- will provide users with a more robust interactive online experience with GE."

Simple Navigation, Shopping

The most striking changes on GE.com are the result of a greatly simplified navigation scheme. With top-level tabs, deep linking and shortcuts, users can now quickly reach the areas of the site which most interest them. The new "Learn, Shop & Buy" center on GE.com provides one-click access to all GE products and services available for purchase within GE's broad network of business web sites.

"Our over-riding objective is to provide customers with real value on ge.com by giving them the opportunity to transact, view relevant content and provide feedback," continued Pam Wickham, GE.com site manager. "In addition, we want the visitor to experience the full spectrum of our online network. To that end, we've seamlessly merged B2B and B2C content into one primary portal page and are leveraging our key online businesses such as MSNBC and CNBC to deliver more dynamic and engaging content to our visitors."

Wizards & Vertical Portals

New product wizards and configurators offer users the fastest access to some of the most popular areas within GE.com and GE businesses' Web sites. Users can select from a variety of valuable tools, from online insurance quotes to stock performance charts.

"We feel by including wizards from around the company and extending GE.com to reach all member sites of our Web family that we have created the most efficient platform for our businesses to reach and cross-sell to relevant consumers," said Ram Krishnan, Lead Architect, GE.com. "This positions us for a robust shopping environment where customers demand topic-specific destinations that combine search, community and original content."

Fully reflecting the breadth of GE businesses online, GE.com seamlessly integrates consumer and business content throughout the site, including through industry-specific vertical portals that contain product highlights, case studies, and current headlines specific to those industry segments. At launch, GE.com features seven vertical portals in home solutions, automotive, building & construction, transportation and utilities.

GE has made it a priority to migrate its traditional "brick and mortar" businesses to new e-business models. In 1999, e-Business became an official GE initiative, joining Six Sigma, Globalization and Services as the key growth strategies for the Company. In its first year, GE's e-business initiative yielded more than \$1 billion in online sales. For 2000, the Company's e-Business strategic direction is three-fold: ensure that every GE business has a Customer Web Center offering the highest quality service, sales and support online; migrate internal procurement and supplier resources to the web to take advantage of increased productivity and cost savings; and ongoing development of new technologies and services that will contribute to online sales growth.

GE is a diversified services, technology and manufacturing company with a commitment to achieving customer success and worldwide leadership in each of its businesses. GE operates in more than 100 countries and employs nearly 340,000 people worldwide. For more information, visit <http://www.ge.com>.

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NBC Internet, Inc. Reports First Quarter 2000 Financial Results

NBC Internet, Inc. (Nasdaq: NBCI) (<http://www.nbc.com>), a leading Internet media company connecting buyers to sellers through premier portal, entertainment, utility, and e-commerce services, announced its financial results for the first quarter ended March 31, 2000. NBC Internet, Inc. (NBCI) reported revenues totaling \$30.1 million for the first quarter of 2000, a 10 percent sequential increase over pro forma revenues of \$27.3 million for the fourth quarter of 1999, and an increase of more than 165 percent over pro forma revenues of \$11.3 million for the year ago quarter.

Pro forma revenues represent the combination of XOOM.com, Snap, and the NBC Multimedia Division (which consists of NBC.com, NBC Interactive Neighborhood, and VideoSeeker), as if they had been combined at the beginning of the period. Pro forma revenues, which are not presented on a basis consistent with generally accepted accounting principles (GAAP), exclude certain non-recurring revenues earned from equity instruments by the NBC Multimedia Division, as well as revenues earned by companies acquired prior to their acquisition dates. Pro forma revenues have been provided for illustrative purposes only. For the quarter, NBCI incurred a pro forma net loss of \$37.4 million, or \$0.67 per share. This compares to a pro forma net loss of \$50.9 million, or \$1.63 per share for the fourth quarter of 1999. Pro forma net loss excludes the effects of acquisition-related amortization of intangible assets.

"NBCI continues to perform well financially, with our revenues and gross margins pointing in the right direction," said Will Lansing, NBCI's Chief Executive Officer. "Furthermore, we strengthened our leadership positions in direct e-commerce and broadband with the respective launches of NBCI Direct, our e-list management and database marketing division, and

NBCi.com, our dedicated portal for broadband and high-speed users. It's this type of financial discipline and strategic focus that will help drive our bottom line to profitability."

CONTACT: Robert Silverman, 212/664-2756, robert.silverman@nbc.com
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GE Financial Network Adds Online Banking Through CompuBank to Its Internet-based Financial Services Resource Center

GE announced it has partnered with CompuBank(R), the No. 1 rated bank online by SmartMoney, to offer full-service banking to its clients in addition to the extensive array of financial products and services available on the GE Financial Network (<http://www.gefn.com>). GEFN is an easy-to-use, Web-based financial services network designed to give consumers a simple, convenient and comprehensive way to help manage their personal financial needs.

Through CompuBank, GEFN consumers have all the benefits of traditional banking delivered directly to their computer in real time, 24-hours a day. This relationship will allow customers to establish checking, savings and money market accounts; write checks; and access funds through automated teller machines (ATMs). In addition, consumers can arrange direct-deposits and electronic fund transfers; re-order checks online; and take advantage of complementary benefits such as domestic wire service and bill paying features. CompuBank also offers Certificates of Deposit and Visa(R) check cards.

"By adding banking to our existing breadth of offerings, GEFN continues to give consumers the best financial products and services to meet all of their financial needs," says Bill Goings, Senior Vice President of e-Business and Leader of GE Financial Network. "We chose CompuBank as our banking provider because of its focus on harnessing the convenience of the Internet and its ability to provide a secure environment."

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###

GE Medical Systems Announces New Women's Health Web Site

GE Medical Systems announced its new Web site focused on breast care and women's health, [herSource.com](http://www.herSource.com), an educational and informational resource for consumers, patients and health care professionals.

"We want to provide the most credible and comprehensive breast care information available to all women, and to anyone with an interest in women's health -- health care professionals, patients, spouses, family, friends," said Samantha Allison, General Manager, Women's Healthcare. "Our message to women is that education and early detection are the keys to treating cancer and saving lives."

The site, <http://www.herSource.com>, is a unique online resource for women that provides comprehensive breast care information from credible medical professionals, government agencies, non-profit organizations and advocacy groups, including the National Cancer Institute and the Center for Disease Control.

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Tessa Urban, 262/544-3668, tessa.urban@med.ge.com

###

TPN Register Selects webMethods to Provide Business-to-Business Integration --

B2Bi-- Solution for TPN Marketplace

webMethods, Inc. (Nasdaq: WEBM), the leading provider of business-to-business integration (B2Bi) solutions, announced TPN Register, LLC, a joint venture formed by GE and Thomas Publishing, has selected webMethods B2B(TM) to extend the integration capabilities of the TPN Marketplace(TM). TPN Marketplace is an Internet-based global Net Marketplace that links buyers and suppliers of maintenance, repair and operating (MRO) supplies and indirect products and services.

The TPN Marketplace provides transaction-ready electronic product

catalogs that enable buyers to quickly locate and order MRO products. Suppliers participating in the TPN Marketplace maintain their catalogs online and distribute them directly to their customer's iProcurement application. The TPN Marketplace is currently integrated with the leading iProcurement vendors products such as Ariba, Oracle and Clarus. With webMethods B2B, TPN Register can offer both suppliers and buyers enhanced integration capabilities for real-time information exchange and business transactions.

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###

GE NET Solutions Announces New Service Offerings

GE NET Solutions announced its first wave of new service offerings related to the E-business market space. A business unit of GE Capital IT Solutions, GE NET Solutions provides the continuous computing and internetworking solutions that companies need to carry out their E-business strategies.

GE NET Solutions' new service offerings total 21 initiatives and fall into four categories: Support Optimization Services, Midrange Services, Storage Management Services and Internetworking Services. Support Optimization Services include Contract Services, Ancillary Services and Resource Assurance Program. Midrange Services include Project Management Services, Implementation Services, Database Services, Data Warehousing and E-Business Services. Storage Management Services include Storage Area Networks, Enterprise Back-up and Recovery Services, Implementation Services and Lifecycle Services. Internetworking Services include Infrastructure Services, Security Services, Wireless Services, Converged Networks, LAN Analysis Service, Network Management Services, Implementation Services and Bandwidth Services.

"GE NET Solutions' new service-oriented approach to E-business is a departure from the company's traditionally product-focused solutions," said Fred Pugh, president of GE NET Solutions. "It gives us a unique position in the marketplace: we resell the very best in infrastructure products, we have a national presence, and we now offer service solutions as well."

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###

GE SBS Survey: Small Business Owners Optimistic About Success in 2000

Those running Chicago area small businesses are a little nervous about the U.S. economy, but most are still projecting healthy growth in the next 12 months.

In a survey conducted by GE Small Business Solutions (<http://www.gesmallbusiness.com>) at a meeting of local business owners this week, 59 percent of attendees polled were "somewhat confident" the U.S. economy would continue to perform well next year. Just over 35 percent were "very confident" and under 7 percent were "not very confident." When it came to predicting personal success, those polled were generally optimistic. More than 16 percent expect their businesses to grow 40 percent or more, and two-thirds of those surveyed project 10 to 30 percent annual growth.

"Small business is a key factor in the long-term success of the U.S. economy," said GE SBS President Jeff Kiesel. "We developed specific programs for small companies because we believe there's a growing demand for specialized financial services in this sector. The feedback we received in Chicago is that we're positioned in the right place, at the right time."

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###

GE and Kubota Sign Agreement to Launch Fuel Cells in Japan

GE MicroGen, Inc. (GEMG) announced that it has signed Kubota

Corporation of Japan (NYSE: KUB) as the latest international distributor for GEMG's line of fuel cell systems. In March 2000, GEMG announced its first international distribution and development agreement with Joh. Vaillant GmbH u. Co. of Remscheid, Germany, one of Europe's leading manufacturers of heating appliances.

The GEMG fuel cell system is manufactured by Plug Power of Latham, NY, and converts commonly available fuels, such as natural gas or LPG, to electricity through an electrochemical process rather than combustion. With its near-zero emissions of NOx, SOx, and CO, GEMG's fuel cell systems support Kubota's focus on offering environmentally friendly products technologies that benefit consumers around the world. The initial GEMG product, the GE HomeGen 7000, provides 7kW of continuous power and up to 15kW of surge capacity. The system is expected to be commercially available beginning in 2001, with additional product sizes and combined heat and power systems becoming available in 2003.

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If you are a member of the media and you wish to receive full text of these press releases, please contact the GE contact listed or visit the GE.com Press Room: <http://www.ge.com/news/> General Electric is traded on the New York Stock Exchange (GE).

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Cable & Wireless Launches Bluefield, a New Online Channel to Help Small and Medium-Sized Businesses Establish and Operate Their Businesses over the Internet.

Business Wire, p0138

Oct 25, 2000

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Business Editors & High-Tech Writers

Fall Internet World 2000

NEW YORK--(BUSINESS WIRE)--Oct. 25, 2000

First Offering is Bluefield Dedicated Premier Web Hosting

Cable & Wireless (NYSE:CWP), the global telecommunications group, today launched Bluefield, the company's new global online channel that will offer small and medium-sized businesses a wide range of Internet communications services from Cable & Wireless to help them create and run their businesses over the Internet.

Bluefield (www.bluefield.com) will provide these companies with a one-stop source for Internet communications services from Cable & Wireless such as Web hosting and Internet access, 24x7 online and offline customer and technical support, together with assistance and information about starting and managing their businesses over the Internet. Bluefield is initially being introduced in the United States and will be introduced in other parts of the world in the near future. The first service now available through Bluefield is Bluefield Dedicated Premier Web hosting.

"There are more than 7 million small and medium-sized businesses in the U.S. alone, and they not only want to get on the Internet bandwagon but want an easy way to do it," said Mike McTighe, CEO of global operations at Cable & Wireless. "Bluefield is designed to become a one-stop online shop for the Internet services and information these businesses need to compete in the Internet economy."

Bluefield has been developed by Cable & Wireless to address the unique needs of small and medium-sized businesses and to be the global online channel for Cable & Wireless to service this market. Bluefield's state-of-the-art Web site allows customers to learn about, purchase, monitor, maintain and update their services wherever and whenever they choose. Bluefield's enhanced customer experience of e-enabled sales and customer relationship management is delivered through:

- The ability to conduct business with customers in real-time

- The improved availability and quality of information

- An online digital design that provides a high level of "self-service"

allowing customers to determine how they want to do business with Cable & Wireless

"Small and medium-sized businesses are poised to benefit the most from buying communications services over the Internet," added John Jones, vice president responsible for Bluefield. "The online environment of Bluefield empowers these businesses and addresses many of their concerns in buying Internet services by providing more information about the services available to them, faster purchasing processes and service provisioning, and simplified online account management and billing."

As an online channel for services and support, Bluefield greatly

simplifies the purchasing of Internet services for small and medium-sized businesses by streamlining service selection, expediting provisioning times and providing online billing and 24x7 technical support. Bluefield will provide customers with advice, software and hardware to build their own personalized Web site and to conduct e-commerce online. Customers will receive tips and hints on how to optimize their online business operations, and Bluefield will refer customers to a wide range of companies that can assist customers in the development of their e-commerce business. These companies will offer services such as Web site design, security auditing and online and offline marketing assistance.

All services offered through Bluefield leverage Cable & Wireless' expertise in delivering Internet communications services for businesses and the company's global IP network infrastructure, giving the businesses the benefits of partnering with a global Internet communications services provider.

New Wave of Buying Communications Services

According to a recent report(1) by Forrester Research, 65 percent of the companies surveyed plan to buy telecommunications services online by the year 2002. The report projected that online sales of telecommunications services to U.S. businesses will reach \$47 billion by the year 2004. By 2002, 50 percent of those companies surveyed said they plan to buy Web hosting services online.

Bluefield Dedicated Premier

Bluefield Dedicated Premier Web hosting is designed primarily to meet the needs of small and medium-sized businesses that require a robust Web hosting solution, but do not want to pay the high costs typically associated with traditional dedicated hosting solutions. Bluefield Dedicated Premier provides customers with their own high-quality dedicated IBM Netfinity server hosted in a Cable & Wireless state-of-the-art Internet Solutions Center (ISC). Each ISC sits directly on Cable & Wireless' global IP network, putting customers' Web sites directly on the Internet and reducing the download time for content from their Web sites.

"Small and medium-sized businesses are in need of more robust hosting solutions that will help level the playing field with the larger companies," said Jones. "Bluefield Dedicated Premier Web hosting is a fully loaded hosting solution that gives these types of businesses the tools to take their Web site and e-commerce capabilities to the next level. By purchasing this hosting solution through Bluefield, companies also benefit from the ability to determine which features they need and to quickly get their Web businesses up and running."

Bluefield Dedicated Premier is easy to configure and order and is provisioned rapidly within 24 hours of order confirmation. Using the Product Wizard, a solutions-finder tool on the Bluefield Web site, customers can easily identify the appropriate Web hosting service for their businesses. Bluefield Dedicated Premier has also been designed to support customer success. As a customer's Web site experiences increased traffic, a customer can go to www.bluefield.com and easily upgrade to higher bandwidth.

Bluefield Dedicated Premier Web hosting is available to customers at a base cost of \$595 a month and includes the following features:

- An IBM Netfinity 4000R hosting server with 650 MHz Intel processor, 20GB disk storage, 256 MB RAM and Microsoft Windows 2000 operating platform with pre-configured server software (Internet Information Server, FrontPage extensions)
- Hosting in a Cable & Wireless ISC, a highly secure, disaster-resistant data center supported by a large team of technical professionals
- Connectivity to Cable & Wireless' Tier 1 global IP network with a guaranteed minimum bandwidth of 256Kbps
- 24x7 customer support, backup and proactive monitoring of hardware and network performance

- 10 e-mail accounts (10MB per account) per server
- Three IP addresses and Primary Domain Name Service (PDNS)
- Powerful Web reporting from Quantified Systems' Urchin visitor traffic and e-commerce reporting software
- Scalable architecture that allows customers to easily increase bandwidth (from 256Kbps to 512kbps or 1Mbps) and/or the number of independent servers
- Optional e-commerce capability using Able Commerce
- Service Level Agreements covering data center infrastructure and server availability

About Bluefield

Bluefield from Cable & Wireless is a new online channel to serve the e-business needs of small and medium-sized businesses. Bluefield offers these businesses a one-stop shop for information, Internet services and support for creating and managing their business over the Internet. Services offered through Bluefield are developed by Cable & Wireless and leverage the company's expertise in delivering Internet communications services and global IP network infrastructure.

About Cable & Wireless

Cable & Wireless is a major global telecommunications business with revenue of over (pound)9 billion (US\$14 billion) in the year to 31 March 2000 and customers in 70 countries. Its operations around the world offer a full range of telecommunications services. Cable & Wireless' focus for future growth is on IP (Internet Protocol) and data services and solutions for business customers. It is developing advanced IP networks and value-added services in the United States, Europe and the Asia-Pacific region in support of this strategy. With the capability of its global IP infrastructure and its strength in key markets, Cable & Wireless holds a unique position in terms of global coverage and services to business customers.

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(1) Forrester Research, Buying Into Telecom Online, July 2000, by Jeanne M. Schaaf, Ph.D.

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**First Call Launches New Financial Information Portal: www.firstcall.com;
Revamped Portal Offers Enhanced Navigation System and Content to Global
Financial Community.**

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Business/Technology Editors

BOSTON--(BUSINESS WIRE)--July 19, 2000

First Call Corp, a Thomson Financial company, recently launched a new, redesigned financial information portal for the global institutional marketplace, accessible at www.firstcall.com. The site features a new, more user-friendly interface, and an advanced product login that recalls the product a user accessed last, eliminating the need for users to enter their username and password each time. A newly created Product Wizard has also been added for easy First Call product searching. The site is available in English, Spanish, Portuguese, and Japanese.

The newly created Product Wizard is a step-by-step tool that helps prospective customers determine how First Call can meet their specific needs. Combined with the new, customized login, users can now easily access the vast content sets available on FIRST CALL Web. These include equity and fixed income research notes and reports, earnings estimates, brokers' recommendations, insider trading data, equity and fixed income ownership data, and buy-side contact information. Through First Call's Web Partnership program, FIRST CALL Web also provides access to stock repurchase data, and to calendars of conference calls and earnings reporting dates.

"Our new Web portal reflects our dedication to being the leading vertical portal serving the institutional marketplace," said Bill Davenport, executive vice president responsible for First Call's Institutional Services division. "We now offer a faster, more user friendly portal that offers quick access to value added content, making our customers' jobs that much easier."

The value-added content on the site includes new audio clips and text-based commentaries from Chuck Hill, First Call's director of research, and from Bob Gabele, First Call's director of insider research. Mr. Hill, who provides market overview commentaries, is an expert in quantitative data and appears regularly on CNNfn, CNBC and other news outlets. Mr. Gabele, who provides insider alert tips on firstcall.com, is an expert on insider trading activity. He contributes regularly to The Wall Street Journal and Barron's.

The ticker tape on the site has also been revamped. By clicking on the Export button, visitors can quickly view a single report containing the following information:

--The consensus estimate for all S&P 500 companies reporting that day

--The top ten S&P 500 companies with the greatest percentage increases or decreases in their consensus estimates since the previous day

--The number of companies within each industry whose consensus estimates have increased or decreased in the past week

In addition, the site offers links to information about First Call's Academic Program, which allows the use of First Call's data, free of charge, in select academic studies. It also offers links to other Thomson Financial companies specifically targeting individual investors and investor relations professionals.

First Call Corp. is the global financial community's leading Internet provider of real-time broker-sourced research, earnings estimates, equity and fixed income ownership information, insider trading information, and corporate news releases. More than 6,000,000 research documents are available on the FIRST CALL Network. First Call's distribution capabilities, research services, competitive intelligence product, usage reports and customized business solutions provide value-added links between the institutional buy-side and the sell-side worldwide. For more information, visit First Call's Web site at www.firstcall.com.

Thomson Financial is a US\$1.44 billion provider of e-information services and integrated work solutions to the worldwide financial community. Through the widest range of products and services in the industry, Thomson Financial helps clients in more than 70 countries make better decisions, be more productive and achieve superior results. Thomson Financial is part of The Thomson Corporation, a leading e-information and solutions business with annual revenues of more than US\$5.8 billion. The Corporation's common shares are listed on the Toronto and London stock exchanges. For more information on Thomson Financial, visit www.thomsonfinancial.com.

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SPECIAL FEATURES: LOB; COMPANY

services that bargain with a dealer on your behalf are also especially good at putting in factory orders and will likely get you a lower price than you would get on your own. Among the best are CarSource, (800-517-2277; www.carsource.com; a \$375 fee on average) and AutoAdvisor (800-326-1976; www.autoadvisor.com; \$395).

Customize your lease. A factory order is also a good way to save on a lease. If you're willing to wait eight to 12 weeks, for example, you can lease a 2000 Jeep Grand Cherokee Laredo for \$398 a month for 38 months. That lease is based on a factory-order price of \$28,853, which is close to the dealer's invoice price. Lease from the lot, and your monthly payment for the same lease would be \$496, assuming the dealer sets the rate based on the \$31,985 manufacturer's suggested retail price, the figure that dealers often use. For a comprehensive list of current factory-order lease deals, go to www.leasesource.com, a site that offers such deals through an independent leasing company.

Senior writer Jerry Edgerton is the author of Car Shopping Made Easy. He can be reached at car_guy@money.com.

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ABSTRACT: American auto companies are making factory ordering faster and easier; they are also creating new ways to shop online that, by letting customers search for the models they want at nearby dealers, can satisfy the same urge to get precisely what they want in a car, truck or van.

TEXT: For a great price and a perfect fit, factory order your next car, van or truck.

IMAGINE SPENDING upwards of \$20,000 and not getting exactly what you want. Well, when it comes to buying a new car, that's what some 90% of us do. And if you settle for what's at a nearby dealership, you may end up not only compromising on the color or other features but also overspending on equipment you don't need. The alternative -asking the dealer to order a model built to your specifications at the factory-takes patience. Four years ago, I custom ordered my Ford Explorer because I wanted navy blue, a color that's not always available on the lot, and running boards for climbing into the SUV. I didn't mind waiting six weeks for delivery, but that delay is probably what dissuades many car buyers from placing a factory order.

Today, my wait would likely be shorter by a week or two-or could even be avoided. American auto companies are making factory ordering faster and easier; they are also creating new ways to shop online that, by letting you search for the model you want at nearby dealers, can satisfy the same urge to get precisely what you want in a car, truck or van.

By next March, Ford will offer factory ordering online through CarPoint, Microsoft's car-buying website (www.carpaint.msn.com). You'll be able to order any Ford, Lincoln or Mercury model with the exact options you want, and then track the status of your order at the site or by calling an 800 number. (You'll still have to negotiate the price with a dealer, who'll deliver the vehicle.) This system may even trim the delivery time of your order from Ford's current average of 38 days. CarPoint will be tied to Ford's production database; if Ford is already building the vehicle you want, CarPoint can divert that model to you.

Other manufacturers are paying new attention to custom orders as well. In recent years, the Chrysler division of DaimlerChrysler has become the fastest of Detroit's Big Three at delivering new cars-a side effect of adopting a cost-saving, just-in-time inventory system. General Motors has just announced that the company is studying ways to speed up delivery, though no details are yet available. In the meantime, GM is the first automaker to let you search online for the car you want from the inventories of the five dealers closest to your zip code. To do so, just go to www.gmbuypower.com. While short of a factory order, this system increases your chances of buying a model with exactly the equipment you want. Early next year, Ford will offer the same option at CarPoint and at www.ford.com.

These developments, however, are limited to American brands. Toyota and Honda don't accept factory orders. If you want a German-made Mercedes or BMW, you'll have to wait two to three months for delivery.

If you have the patience for a traditional factory order-which can potentially save you money as well as satisfy your finicky preferences-the best time to place one is right now. Early in the model year (which began Oct. 1), factories are in full production, yet December and January are two of the slowest auto-sales months. That boosts your chances for a speedy delivery. On average, an order will take from 32 days (Chrysler) to 54 days (GM), depending on the model. Place an order later than March, and you may find yourself in the "buildout" summer phase of the model year, when fewer vehicles roll off the line. Here's what you'll gain by taking the time for a factory order, plus advice on how to cut the best deal.

Factory order this year's Ford Taurus to get the features you want, and you could shave \$500 off the final price.

Why a factory order. The No. 1 reason is simple: You don't have to compromise. No unwanted decorative wheels or super-audiophile sound system. Sometimes an order is the only way to get the options you want, since car makers ship vehicles to different regions according to what local dealers expect customers to buy. "If you want a black car in Florida, where the preference runs to bright and light colors, you might need to put in a factory order," advises George Peterson, president of automotive research firm AutoPacific. By contrast, in New York City, black is easy to find on a lot.

Eliminating unwanted equipment can save you money as well. Sure, almost everyone wants air conditioning, power windows and a decent sound system. But let's say you're looking for a popular Dodge Intrepid sedan, which has a base list price of \$22,085. If the only red one with leather seats you can find at a nearby dealer has a power sunroof, that option will add more than \$800 to your bill.

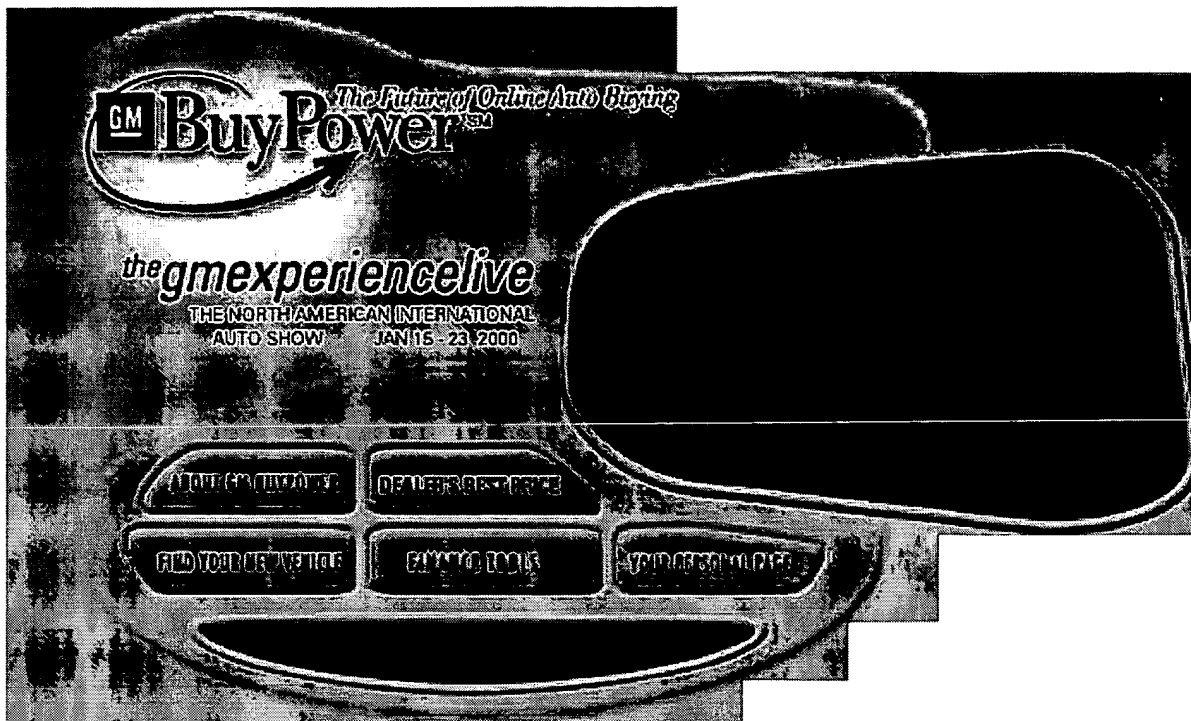
Another potential price break is avoiding the costs that the dealer incurs to keep a car in inventory, which he generally passes on to the buyer. When a vehicle sits on the lot, a dealer pays \$30 or so a day in interest and insurance. If it takes a month to sell a car, that model costs him about \$900. A factory order eliminates that expense-a savings you can at least partially reap.

Now to order direct. When you place a factory order with a dealer, aim to pay less than the total invoice cost for the base model and all the equipment you want. (To get those figures, go to www.edmunds.com or the Kelley Blue Book site, www.kbb.com.) Let's take a 2000 Ford Taurus equipped with power locks, front-seat side air bags and antilock brakes. The list price would be \$19,435; the total invoice cost, \$17,855. A good negotiator could get that car off the lot for \$18,155 (before taxes and destination charges); with a factory order, you could pay as little as \$17,655. That price is \$200 under the invoice cost and a full \$500 under what you would likely have paid for a Taurus off the lot.

Get the agreed-upon price in writing, including a provision that it will not go up if the manufacturer raises the price while you wait-a frequent occurrence in the first three months of the year. You'll have to make a deposit, but don't overpay. A down payment of 2.5% of the price is the legal limit in California-one of the few states to legislate on the topic and a good rule of thumb elsewhere.

If you hate haggling, you can custom order through the Web buying services Autobyte.com and Carsdirect.com. If they can't find the car you want in inventory, they'll custom order it for the same no-haggle sale price. Buying

OVER 200 MODELS. THE BEST PRICE. THE BEST SERVICE



The Future of Online Auto Buying

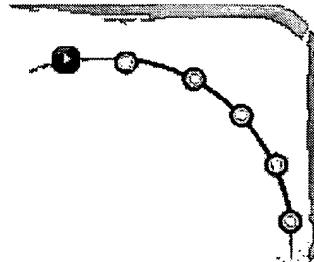


Find **Actual Vehicles**
on the dealer's lot

Welcome to GM BuyPower. We've pulled together a broad range of resources to help you shop for your new GM vehicle faster, smarter and more informed. You can see independent third-party comparisons to see how our vehicles compare. When you're ready, you can choose actual vehicles from dealer lots. Browse the great deals and estimate your monthly payments. And then apply online for GMAC financing.

We'll help you select a GM BuyPower dealer and put you in touch with their GM BuyPower Manager, who will be your contact from start to finish and give you the dealer's best purchase price. No hassle, no obligation.

CLICK HERE to see how the site works



Have a Question?

Click Here
to send a message

or

Call the GM BuyPower Center
at 1-800-462-8976

*The Future of Online Auto Buying***Dealer's Best Price**

Ask for your
dealer's
Best Price

The Best Price from a GM BuyPower Dealer Near You

Enter the make of your desired vehicle and your zip code to get the best price from a dealer near you. If you wish to work with a specific dealer, enter their name, city and state in the fields below.

<input type="text"/>	
GM Make..... <input type="button" value="v"/>	
<input type="text"/>	
Dealer Name (Optional)	
<input type="text"/>	<input type="text"/>
City	State
or	
<input type="text"/>	
Zip Code	



Have a Question?

or

Call the GM BuyPower Center
at 1-800-462-8976

The Future of Online Auto Buying

Welcome to GMAC Financial Services

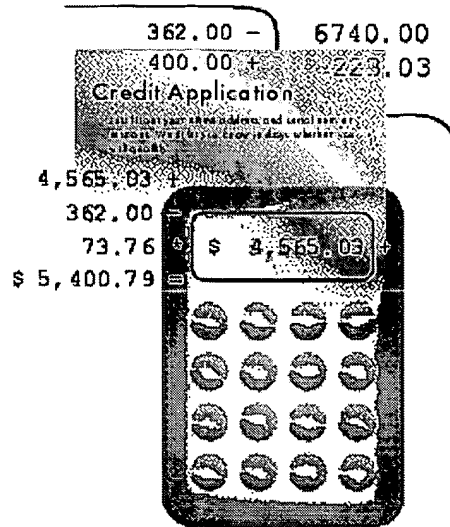
☐ **Affordability Calculator**

☐ **Great Deals**

☐ **Payment Estimator**

☐ **Express Application**

☐ **Financing Options**



*The Future of Online Auto Buying***Your Personal Page**
Logon

First Time Visitors: To send a message or save vehicle information, please enter your name, a user ID, password, and your email address* below.

Return Visitors: Simply enter your user ID and password to access your file.

(Note: 1999 vehicle information and messages from the original BuyPower site that were created after January 6, 1999 have been migrated. If you were an existing BuyPower user, you should have received an email message notifying you of your new user id and password which can be used to access this information. If you did not receive an email message, please contact the GM BuyPower Assistance Center at 800-462-8976.)

User ID	<input type="text"/>	Password	<input type="text"/>
First Name	<input type="text"/>	Last Name	<input type="text"/>
E-Mail	<input type="text"/>		

Submit

Suggestions for First Time Visitors:

- Your User ID can be a name, nickname or number you commonly use, no less than six characters.
- Your password must be no less than six characters, perhaps a number you use often or are very familiar with.

*Providing your email address makes it possible for us to notify you of pending messages in Your Personal Page.

Privacy Statement

*The Future of Online Auto Buying***Find Your New Vehicle**

Ask for your
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Best Price

Compare Your Selection to Other Models

Read the specs on over 200 GM models. Then see exactly how our vehicles stack up to our competition, with information gathered by an independent third-party.

Pick one or more:

Select Make

Body Style

Price Range

CADILLAC

Luxury Coupe

\$40,000.00 - \$49,999.00

Browse and Compare Vehicles

Search Dealer Lots

After you identify the model you're looking for, choose an actual vehicle right down to the Vehicle Identification Number (VIN). Our inventory is updated daily. Contact your dealer for their best purchase price. **No hassle. No obligation.**

2000

Select Make...

Select a Model.....

Search Dealer Lots For This Vehicle



Have a Question?

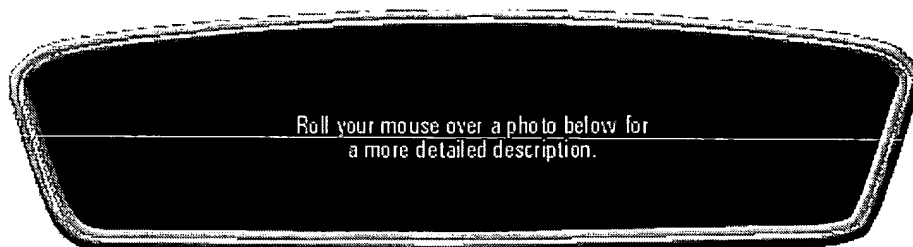
[Click Here
to send a message](#)

or

Call the GM BuyPower Center
at 1-800-462-8976

*The Future of Online Auto Buying***Browse and Compare Vehicles****What We Found**

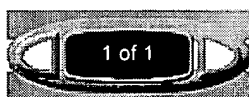
We have **1** model that we think would interest you. Simply roll your mouse over a vehicle below for a quick description. If you want to know more, click on the picture, and we'll show you the different trim levels for that vehicle.



*Tax, title, license, registration and optional equipment extra.



CADILLAC
Eldorado



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The Future of Online Auto Buying

About this Vehicle Overview



2000 CADILLAC Eldorado Coupe

The unique, daring styling of Eldorado Coupe makes a declaration of independence to all who see it. Powered by a 275-horsepower 4.6L V8 Northstar engine, Eldorado has the capability to respond when you want it to. For occasions when you just want to relax and enjoy luxurious conveniences, this coupe includes items such as Remote Keyless Entry, cruise control and electrochromic rearview mirror with electronic compass.

[Compare Other Models](#)

[Select a Color](#)

[Build Your Own, then Compare](#)

[Search Dealer Lots For This Vehicle](#)

For those who accomplish on their own terms, the GM BuyPower Eldorado Coupe has:

- Daytime Running Lamps with Twilight Sentinel
- Full range Traction Control
- Audible theft-deterrent system
- Northstar 275-horsepower 4.6 -liter V8 DOHC engine
- Independent suspension with rear leveling
- Magnasteer III variable-assist speed-sensitive steering
- 16-inch cast aluminum wheels
- S-rated Michelin all-season tires
- Dual-zone climate control with outside temperature display
- M Stereo/FM Stereo, six speakers, signal seeking, scanner with digital display and cassette tape player
- Steering wheel audio and climate controls
- Leather seating surfaces
- 8-way power driver and front-passenger seats
- Power windows with driver' rear seat. See the Owner'

For more info on this model, use the drop-down box to the left.
Or click on the brand name under the photo to visit that site.



Have a Question?

[Click Here
to send a message](#)

or

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at 1-800-462-8976

The Future of Online Auto Buying

Search Dealer Lots

Who We Found

We found these GM BuyPower dealers closest to you. Choose one and you'll get a list of their current inventory based on your search request. Inventory is updated daily. You'll also be able to communicate with a GM BuyPower Manager, who will serve as your contact at that dealership and will take you through the buying process from start to finish. No hassle. No obligation.

- **ALLEN CHEVROLET CADILLAC, INC.**
15180 SOUTH MONROE STREET
MONROE, MI 48161-3771
Phone: (734) 242-4200
Fax: (734) 242-0195



- **DON MASSEY CADILLAC, INC.**
40475 ANN ARBOR ROAD
PLYMOUTH, MI 48170-4576
Phone: (734) 453-7500
Fax: (734) 453-9208



- **GOODMAN AUTOMOTIVE GROUP**
3120 WASHTENAW ROAD
ANN ARBOR, MI 48104-5122
Phone: (734) 971-8100
Fax: (734) 677-1617



- **GREG BELL CHEV-OLDS-CADILLAC INC**
1313 EAST US 223
ADRIAN, MI 49221-4213
Phone: (517) 265-7156
Fax: (517) 265-6984

- **TAYLOR CADILLAC, INC.**
6100 W. CENTRAL
TOLEDO, OH 43615
Phone: (419) 842-8800
Fax: (419) 842-0470



The information provided in the individual dealer/retailer sites is furnished by the dealer/retailer, and the information presented therein is the sole responsibility of the individual dealer/retailer. GM provides this locator to consumers for their convenience.



Have a Question?

[Click Here to send a message](#)

or

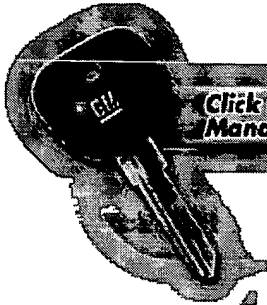
Call the GM BuyPower Center at 1-800-462-8976

The Future of Online Auto Buying

Search Dealer Lots

What's on the Lot

Unfortunately, your vehicle isn't on the lot right now. But not to worry --- we're committed to making sure you're completely satisfied. Here are some of your options.



Click here to contact your GM/BuyPower Manager at our dealership.

You can send us a message to find or order the vehicle you want. We will respond within 24 hours of your request. No hassle. No obligation.

Finally, you can also select another dealer or search for a different GM car or truck.

Widen your search to find comparable models and other model years.

Look for Other Dealers



Have a Question?

**Click Here
to send a message**

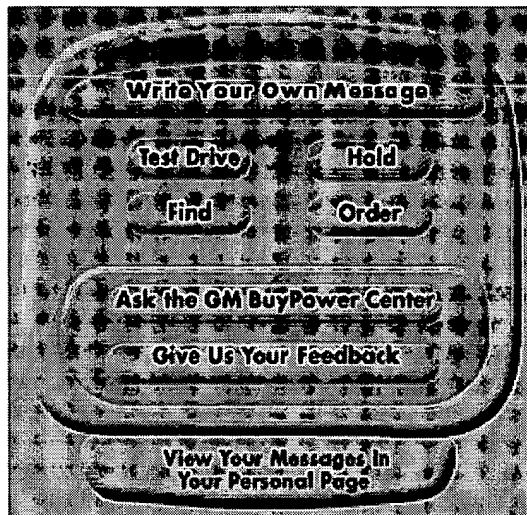
or

**Call the GM BuyPower Center
at 1-800-462-8976**

The Future of Online Auto Buying

Dealer Contact Center

You can send your choice of messages to your GM BuyPower Manager and get the dealer's best price for this vehicle. Simply choose the type of message you want to send to set up a test-drive, find, hold or even order a vehicle. You can also send a message in your own words. You will then get a return message in Your Personal Page, created for you after you send a message.



 **Have a Question?** [Click Here to send a message](#) or Call the GM BuyPower Center at 1-800-462-8976